SCDHSC0390
Support families in maintaining relationships in their wider social structures and environments

Overview

This standard identifies the requirements when promoting social inclusion through supporting families to maintain relationships within their community. The requirements include promoting the use of local community services and supporting families to maintain social contacts in their community, while challenging misconceptions about those requiring health and care services.

SCDHSC0390

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Promote the use of community services by the families of individuals

You must be able to:

P1   encourage **family members** to identify and find out about **services** within their community

P2   support the family to identify any **barriers** to accessing services in the community

P3   work with the family to minimise any barriers they have identified

P4   provide **support and assistance** to enable the family to make full use of available services in their community

P5   support the family in challenging any discrimination and barriers within services in their community

P6   support the family in making transitions when services become unavailable or inappropriate for their needs

Support families to maintain social contacts

You must be able to:

P7   encourage the family to express their needs for, and interests in, maintaining **social contacts** within their wider social structure

P8   provide opportunities for the family to discuss their experience of maintaining relationships with social contacts and to raise any difficulties experienced

P9   encourage the family to seek opportunities for positive interactions with social contacts

P10   support the family to pursue opportunities for positive interactions with social contacts

P11   provide the family with information and support to enable them to recognise ignorance and assumptions they may encounter about those who require health and care services

P12   support the family to deal constructively with ignorance and assumptions about those requiring health and care services

P13   assist the family to deal with any **problems** they experience in maintaining social contacts, in line with work setting policies and values

SCDHSC0390

Support families in maintaining relationships in their wider social structures and environments

Knowledge and understanding

You need to know and understand:

Rights

K1	legal and work setting requirements on equality, diversity, discrimination and rights
K2	your role in promoting individuals' rights, choices, wellbeing and active participation
K3	your duty to report any acts or omissions that could infringe the rights of individuals
K4	how to deal with and challenge discrimination
K5	the rights that individuals have to make complaints and be supported to do so

You need to know and understand:

Your practice

K6	legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
K7	your own background, experiences and beliefs that may have an impact on your practice
K8	your own roles, responsibilities and accountabilities with their limits and boundaries
K9	the roles, responsibilities and accountabilities of others with whom you work
K10	how to access and work to procedures and agreed ways of working
K11	the meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual
K12	the prime importance of the interests and well-being of the individual
K13	the individual's cultural and language context
K14	how to build trust and rapport in a relationship
K15	how your power and influence as a worker can impact on relationships
K16	how to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences
K17	how to work in partnership with individuals, key people and others
K18	how to manage ethical conflicts and dilemmas in your work
K19	how to challenge poor practice
K20	how and when to seek support in situations beyond your experience and expertise

SCDHSC0390

Support families in maintaining relationships in their wider social structures and environments

Theory

K21 the nature and impact of **factors that may affect the health, wellbeing and development of individuals** you care for or support

K22 theories underpinning our understanding of human development and factors that affect it

Personal and professional development

K23 principles of reflective practice and why it is important

Communication

K24 factors that can affect communication and language skills and their development in children, young people adults

K25 methods to promote effective communication and enable individuals to communicate their needs, views and preferences

Health and Safety

K26 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment

K27 practices for the prevention and control of infection in the context of this standard

Safe-guarding

K28 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices

K29 indicators of potential harm or abuse

K30 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties

K31 what to do if you have reported concerns but no action is taken to address them

Handling information

K32 legal requirements, policies and procedures for the security and confidentiality of information

K33 legal and work setting requirements for recording information and producing reports

K34 principles of confidentiality and when to pass on otherwise confidential information

SCDHSC0390

Support families in maintaining relationships in their wider social structures and environments

You need to know and understand:

Specific to this NOS

K35   the assumptions which can lead to discrimination against those requiring health and care services

K36   the forms which discrimination may take, the behaviours which may be expressions of these and how they may differ between different groups and in different settings

K37   why social contacts are important and should be encouraged in the families of people requiring health and care services

K38   the effects of isolation on families and their relationships with social contacts

K39   methods of encouraging individuals to maintain an interest in and engage with contacts in their wider social structures

K40   the types of support and assistance which people may need and how to access these

K41   sources of information on social structures and opportunities for social contact in the families' environment

K42   factors which may exclude people from accessing wider social structures and how to deal with these

K43   additional support mechanisms which may be needed and how to access them

SCDHSC0390

Support families in maintaining relationships in their wider social structures and environments

Additional Information

Scope/range related to performance criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

Note: Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

Barriers may be physical (e.g. distance or accessibility); social/cultural; emotional/attitudinal
Family members are people who are legally related to the individual and those who through relationships have become an accepted part of their family
Problems may include physical issues (e.g. access arrangements); emotional/attitudinal factors; ignorance about mental health issues
Services may include social/cultural opportunities (e.g. restaurants, transport, cinemas, clubs, shops); educational opportunities (e.g. libraries, play groups); general health facilities (e.g. optician, dental, GP services, baby clinics); mental health services (e.g. community drop-in centres and other neighbourhood inclusion schemes)
Social contacts may be members of groups within the community (e.g. members of clubs, religious groups, neighbourhood groups); or individuals within the wider social structure (e.g. librarians, general health and care service contacts)
Support and assistance may include those for mobility and access; to enable effective communication; providing information; emotional and psychological support

SCDHSC0390

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Scope/range related to knowledge and understanding

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

All knowledge statements must be applied in the context of this standard.

Factors that may affect the health, wellbeing and development of individuals may include adverse circumstances or trauma before or during birth; autistic spectrum conditions; dementia; family circumstances; frailty; harm or abuse; injury; learning disability; medical conditions (chronic or acute); mental health; physical disability; physical ill health; poverty; profound or complex needs; sensory needs; social deprivation; substance misuse

Values

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:
To be treated as an individual
To be treated equally and not be discriminated against
To be respected
To have privacy
To be treated in a dignified way
To be protected from danger and harm
To be supported and cared for in a way that meets their needs, takes account of their choices and also protects them
To communicate using their preferred methods of communication and language
To access information about themselves

SCDHSC0390

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Originating organisation	Skills for Care and Development
Original URN	HSC390
Relevant occupations	Health, Public Services and Care; Health and Social Care; Associate Professionals and Technical Occupations; Health and Social Services Officers; Health Associate Professionals; Personal Service Occupations; Healthcare and Related Personal Services
Suite	Health and Social Care
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